

My closed caption experiences cause much frustration for me. Just this week my CBS affiliate KOIN in Portland Oregon (top 25 market) told me that they didn't have to caption Obama's speech on Dec 7th since they considered it a live event!! My NBC affiliate KGW chopped off the end captions on the national news since they "like to get ready for their local news"!! The ABC affiliate KATU had many run over lines on the local news captions. In short, I called all three stations this week with no satisfactory resolution. The real irony is that I can call them on my amplified phone and they don't even realize that most of the people needing captions are not even able to contact them.

I believe that the local stations do not believe that any caption enforcement occurs, and captions in my area are actually worse than in previous years. Even serious weather situation alerts that occurred here recently - freezing all time lows and snow - were frequently not captioned especially on KOIN. The local stations have cut staff to the point that there usually is no engineer to even take my calls.

Captioning on the national news is frequently too delayed - especially since the west coast gets news that was prerecorded. Some popular shows like "Survivor" have such delays that the speakers are no longer on the screen.

Comcast also creates additional caption problems. Their "On Demand" service frequently strips the captions from shows that were captioned the previous evening. They also show CC for their movies but frequently there are no captions. Again, they claim that they do not have to provide captions. One of their most grievous errors is captioning shows with the captions from a different show. I also find many times that only portions of the shows are captioned - probably due to extra commercials being inserted!!

Internet captioning is another major disappointment. Nearly all the news info now includes video clips which generally have no captions.

I've tried to do my part, but each year I feel more cut off. I've showed the Comcast reps how to access captions on their HD boxes when they claimed it couldn't be done. I've repeatedly called local station engineers even though usually the response was less than positive. It's all a big pass the buck game - local blames it on national, national blames it on providers, Comcast blames it on all of the above and never their equipment. The DVR boxes used by both Comcast and DISH have had past software updates that sometimes impact captions for several months and often require frequent reboots to resolve caption issues. Again, since few people are able to phone in complaints it appears to be a very limited issue when it may impact thousands of viewers.